INTERCULTURAL COMPETENCE MODEL


**DESIRED EXTERNAL OUTCOME:**
Behaving and communicating effectively and appropriately (based on one’s intercultural knowledge, skills, and attitudes) to achieve one’s goals to some degree

**DESIRED INTERNAL OUTCOME:**
Informed frame of reference/filter shift:
Adaptability (to different communication styles & behaviors; adjustment to new cultural environments);
Flexibility (selecting and using appropriate communication styles and behaviors; cognitive flexibility);
Ethnorelative view;
Empathy

**Knowledge & Comprehension:**
Cultural self-awareness;
Deep understanding and knowledge of culture (including contexts, role and impact of culture & others’ world views);
Culture-specific information;
Sociolinguistic awareness

**Skills:**
To listen, observe, and interpret
To analyze, evaluate, and relate

**Requisite Attitudes:**
Respect (valuing other cultures, cultural diversity)
Openness (to intercultural learning and to people from other cultures, withholding judgment)
Curiosity and discovery (tolerating ambiguity and uncertainty)

**NOTES:**
- Move from personal level (attitude) to interpersonal/interactive level (outcomes)
- Degree of intercultural competence depends on acquired degree of underlying elements

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- **Attitudes:**
  - Respect (valuing other cultures)
  - Openness (withholding judgment)
  - Curiosity & discovery (tolerating ambiguity)

- **Knowledge & Comprehension:**
  - Cultural self-awareness
  - Deep cultural knowledge
  - Sociolinguistic awareness

- **SKILLS:**
  - To listen, observe, & evaluate
  - To analyze, interpret, & relate

- **Desired External Outcome:**
  - Effective & appropriate communication & behavior in an intercultural situation

- **Desired Internal Outcome:**
  - Informed Frame of Reference Shift
    - Adaptability, flexibility, ethnorelative view, empathy

**Notes:**
- Begin with attitudes: Move from individual level (attitudes) to interaction level (outcomes)
- Degree of intercultural competence depends on acquired degree of attitudes, knowledge/comprehension, and skills